

Order Accuracy Measures:

In the order processing area two issues of concern are: (1) whether appropriate information is being recorded on the Order Confirmation (“LSRC”) that VZ ME is sending CLECs; and (2) whether the VZ ME order correctly reflects what is included on the Local Service Request. VZ ME will separately measure performance for order confirmation and order accuracy.

LSRC Accuracy:

Short Term Solution: (NY, CT, MA, RI, NH, ME, VT)

VZ will manually sample LSR’s and compare to their associated LSRC. Eight or Nine (depending on the order type) key fields will be compared to ensure that the correct information is placed on the LSRC. These key fields are information that Verizon must provide. Information already provided by the CLEC, hence already known, is not included in these critical fields. These fields are detailed below according to specific order types.

LSC Confirmation/Order Types:

	Loop			LNP			Platform/PORTS		
	New	Change	Disc.	Port Out	Trigger	Directory List	New	Migrate	Disc
FIELD NAME									
PON	X	X	X	X	X	X	X	X	X
VER	X	X	X	X	X	X	X	X	X
ATN	X	X	X	X	X	X	X	X	X
CD/SENT	X	X	X	X	X	X	X	X	X
REP	X	X	X	X	X	X	X	X	X
TELNO	X	X	X	X	X	X	X	X	X
ECCKT	X								
SOID	X	X	X	X	X	X	X	X	X
SOID DD	X	X	X	X	X	X	X	X	X

Sampling methodology:

VZ will sample according to the centers that process CLEC orders, 20 LSRs per center. Samples will be identified using random number generation from DCAS. VZ will then print a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluate it to determine if the information included is accurate. These centers are as follows:

Center	Product	State(s) Covered
New York (West St.)	Resale	NY, CT
New York (West St.)	UNE Loop/LNP	NY, CT, MA, RI, NH, ME, VT
Boston (High St.)	UNE-P & Combinations	NY, CT, MA, RI, NH, ME, VT
Boston (Franklin St.)	Resale	MA, RI, NH, ME, VT

Long Term Solution: (NY, CT, MA, RI, NH, ME, VT)

Upon implementation of the “Request Manager” (formerly known as LSRM in the South states), VZ ME will have an automated capability to measure % LSRCs re-sent due to error. This capability currently exists in the Verizon South States.

Order Accuracy:

Permanent Solution:

Order accuracy performance will be completed using a manual sampling process whereby 20 completed Service Orders are selected each day using a random number generator within DCAS. Verizon will print a copy of each Service Order and a copy of the last version of the associated LSR. The complexity of each order type precludes a complete list on a field by field basis for inclusion in this filing. However the specific fields to be addressed include:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Application Date
- Due Date
- Remarks (if applicable)

Includes all fields on service order that impact service. For example “optional fields” such as call forwarding to telephone number would be included as a “feature” field and be subject to review.